

CHAPTER 24: HOSPICE SERVICES**APPENDIX D: CONTACT/REFERRAL INFORMATION****PAGE(S) 4****CONTACT/REFERRAL INFORMATION****Gainwell Technologies**

The Medicaid Program's fiscal intermediary, Gainwell Technologies, can be contacted for assistance with the following:

TYPE OF ASSISTANCE	CONTACT INFORMATION
e-CDI technical support	Gainwell Technologies (877) 598-8753 (Toll Free) (225) 216-6303
Electronic Media Interchange (EDI) Electronic Claims testing and assistance	P.O. Box 91025 Baton Rouge, LA 70898 Phone: (225) 216-6000 Fax: (225) 216-6335
Hospice Prior Authorization Unit	Phone: (800) 877-0666 Fax: (225) 216-6481
Pharmacy Point of Sale (POS)	P.O. Box 91019 Baton Rouge, LA 70821 Phone: (800) 648-0790 (Toll Free) Phone: (225) 216-6381 (Local) <i>*After hours, please call REVS</i>
Prior Authorization Unit (PAU)	Gainwell Technologies – Prior Authorization P.O. Box 14919 Baton Rouge, LA 70898-4919 (800) 488-6334
Provider Enrollment Unit (PEU)	Gainwell Technologies-Provider Enrollment P. O. Box 80159 Baton Rouge, LA 70898-0159 (225) 216-6370 (225) 216-6392 Fax
Provider Relations Unit (PR)	Gainwell Technologies – Provider Relations Unit P. O. Box 91024 Baton Rouge, LA 70821 Phone: (225) 924-5040 or (800) 473-2783 Fax: (225) 216-6334
Recipient Eligibility Verification (REVS)	Phone: (800) 766-6323 (Toll Free) Phone: (225) 216-7387 (Local)

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TYPE OF ASSISTANCE	CONTACT INFORMATION
General Medicaid Information	General Hotline (888) 342-6207 (Toll Free) http://ldh.la.gov/index.cfm/subhome/1/n/10 MedWeb@la.gov
General Medicaid Information for Providers	www.lamedicaid.com
Health Standards Section (HHS)	P.O. Box 3767 Baton Rouge, LA 70821 Phone: (225) 342-0138 Fax: (225) 342-5073 HSS.Mail@la.gov
Long Term-Personal Services (LT-PCS)	P.O. Box 2031 Baton Rouge, LA 70821 Phone: 1-877- 456-1146 Fax: (225) 219-0202 E-mail: MedWeb@la.gov http://ldh.la.gov/index.cfm/subhome/12/n/327
Louisiana Children's Health Insurance Program (LaCHIP)	(225) 342-0555 (Local) (877) 252-2447 (Toll Free) http://ldh.la.gov/index.cfm/page/222
Office of Aging and Adult Services (OAAS) State Office	Office of Aging and Adult Services P. O. Box 2031 Baton Rouge, LA 70821-2031 Phone: 1-866-758-5035 Fax: (225) 219-0202 OAAS.Inquiries@la.gov http://ldh.la.gov/index.cfm/subhome/12
OAAS Regional Offices	http://new.dhh.louisiana.gov/index.cfm/directory/category/141
Office of Management and Finance (Bureau of Health Services Financing) - MEDICAID	P.O. Box 91030 Baton Rouge, LA 70810-9030 http://ldh.la.gov/index.cfm/page/23
Office for Citizens with Developmental Disabilities (OCDD)	628 N. Fourth Street P.O. Box 3117 Baton Rouge, LA 70821-3117 Phone: (225) 342-0095 (Local) Phone: (866) 783-5553 (Toll-free) E-mail: ocddinfo@la.gov

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Pharmacy Program – Point of Sale	P.O. Box 91019 Baton Rouge, LA 70821 Phone: (800) 648-0790 (Toll Free) Phone: (225) 216-6381 (Local) *After hours, please call REVS
Rate Setting and Audit Hospital Services	P.O. Box 91030 Baton Rouge, LA 70821 Phone: 225-342-0127 225-342-9462
Beneficiary Assistance for Authorized Services	Phone: (888) 342-6207 (Toll Free)
Recovery and Premium Assistance Third Party Liability Unit TPL Recovery, Trauma	P.O. Box 91030 Baton Rouge, LA 70821-9030 Phone: (225) 342-8662 Fax: (225) 342-1376

Fraud Hotline

TYPE OF ASSISTANCE	CONTACT INFORMATION
To report fraud	Medicaid Program Integrity P.O. Box 91030 Baton Rouge, LA 70821-9030 Fraud and Abuse Hotline: (800) 488-2917 Fax: (225) 219-4155 http://dhh.louisiana.gov/index.cfm/page/219

Appeals

TYPE OF ASSISTANCE	CONTACT INFORMATION
To file an appeal	Division of Administrative Law - Health and Hospitals Section Post Office Box 4189 Baton Rouge, LA 70821-4189 (225) 342-0443 (225) 219-9823 (Fax) Phone for oral appeals: (225) 342-5800

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Other Helpful Contact Information:

TYPE OF ASSISTANCE	CONTACT INFORMATION
Adult/ Protective Services (APS) (Office to contact to report suspected cases of abuse, neglect, exploitation or extortion of adults ages 18-59 and emancipated minors.)	Phone #: 1-800-898-4910
Elderly Protective Services (EPS) (Office to contact to report suspected cases of abuse, neglect, exploitation or extortion involving adults age 60 and older.)	Phone #: 1-833-577-6532
Centers for Medicare and Medicaid Services OASIS, CMS-485 Form	www.cms.gov
Governor's Office of Homeland Security and Emergency Preparedness (GOSHEP)	http://gohsep.la.gov/
Southeastern Transportation Inc. Transportation Call Center (Non-emergency transportation) (All Medicaid beneficiaries who are covered under a managed care plan should contact their respective plans to schedule a ride).	To schedule transportation (855) 325-7576 NEMT Provider information (225) 342-2126 Medical Provider Line (855) 325-7576
Federal Depository Library Program Superintendent of Documents	http://www.fdlp.gov/about-the-fdlp/supdocs
International Classification of Disease (ICD) Conversion Link Convert ICD-9-CM Codes to ICD-10-CM/PCS, or Convert ICD-10-CM/PCS Codes to ICD-9-CM	http://www.icd10data.com/Convert